

ValuePoint

Known Problems and Solutions

IBM Internal Use Only

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Note: For any additions or corrections to this document, please contact Rich Gilbert at 919-517-2348 or Chris Donahue at 919-517-0795.

System Hardware

Hard Disk:

1. **Problem:** Read/Write data errors on 340MB hard disk. Fdisk results in bad allocation unit, bad sectors found, or cross-linked files.

Systems Effected: All systems with 340MB hard disk. The following is a list of serial number ranges for systems with 340 MB hard drives.

6384-K70	S.N.	23-TRLHZ through 23-TTAHW
6384-K71	S.N.	23-CHKWC through 23-CKAAT
6384-M70	S.N.	23-VDRGC through 23-VGYBN
6384-M71	S.N.	23-DWBZT through 23-DWRLF
6384-W70	S.N.	23-VWGYK through 23-VYABV
6384-W71	S.N.	23-GMDFW through 23-GNBBV
6384-M70	S.N.	23-AA048 through 23-AB951
6384-M71	S.N.	23-F0000 through 23-F2766

Solution: Update ROM BIOS for 340MB drive: 340UPDT.DSK IBM BBS- (919) 517-0001 or call (800) 845-4263 for service diskette.

2. **Problem:** 1712 error when testing 340 MB or 527 MB drive through Advanced Diagnostics.

Systems Affected: VP2 Product line.

Solution: Latest Advanced Diagnostics. VP2DIAGS.ZIP IBM BBS - (919) 517-0001.

3. **Problem:** Requires a lengthy period of time to boot system without a hard drive installed, or system experiences a timing problem with the 212MB hard drive.

Systems Effected: VP2 Product line.

Solution: Update Flash ROM: VP2FL53A.DSK IBM BBS - (919) 517-0001.

Memory/Cache:

1. **Problem:** Undetected memory parity errors due to a parity mechanism

not functioning.

Systems Affected: 6384-Cxx.

6384-C00	S.N.	23-A0000 through 23-A3204
6384-C20	S.N.	23-AA000 through 23-AX574
6384-C40	S.N.	23-GG000 through 23-GG441

Solution: Corrective service diskette, available from (800) 845-4263.

2. **Problem:** Memory parity errors in M.S. Windows (system halts).

Systems Effected: VP2- 6387, 6384 and 6382 with L2 external cache installed.

Solution: Replace L2 cache or update file PARITYFX.EXE IBM BBS - (919) 517-0001. The file needs to be copied to the root directory and called in AUTOEXEC.BAT. This file slows down the memory speed to 80ns.

3. **Problem:** Kingston memory results in memory parity errors or system locking.

Systems Affected: All models.

Solution: Use IBM memory only or Kingston memory only. Do not combine memory types.

4. **Problem:** 12902 and 12904 cache errors during post after replacement of the system board or cache. 162/163 post errors may also occur along with cache errors. Rebooting the system will cause the errors to alternate between 162/163 and 12902/12904.

Systems Affected: VP2 6384-Wxx

Solution: Update flash ROM: VP2FL53A.DSK IBM BBS - (919) 517-0001. After installation of ROM update, run Advanced Diagnostics to reset installed cache.

Mouse/Keyboard:

1. **Problem:** 162/163 error instead of a 8603 error when the mouse is disconnected from the system. The error points to a bad/low system battery or system time/date needs to be set.

Systems Affected: VP2 Product line.

Solution: Updated flash ROM: VPFL53A.DSK IBM BBS - (919) 517-0001.

2. **Problem:** Keyboard locking up when accessing M.S. Windows with ValuePoint or serial mouse detached from system.

Systems Affected: VP2 Product line.

Solution: Attach mouse or download IBMKBFIX.DSK IBM BBS - (919) 517-0001.

3. **Problem:** Keyboard locking up when accessing M.S. Windows in Enhanced Mode.

Systems Affected: VP2 Product line.

Solution: Update flash ROM VP2FL53A.DSK and install IBMKBFIX.DSK IBM BBS - (919) 517-0001.

4. **Problem:** Mouse not functioning and not recognized in Configuration Utility when using keyboard from other IBM systems.

Systems Affected: All models connected to keyboards with detachable keyboard cable.

Solution: Replace keyboard cable with P.N. 61X8898.

Serial/Parallel:

1. **Problem:** Serial port disabled on a "soft" boot.

Systems Affected: VP2 Product line.

Solution: Update flash ROM. VP2FL53A.DSK IBM BBS - (919) 517-0001.

Video:

1. **Problem:** Intermittent or solid 24xx errors, or "No Video Ram Installed" as shown in the Configuration Utility.

Systems Affected: 6384-Cxx

Solution: The hard drive cable assembly has two connectors for the "C" and "D" drives. The cable for the "D" drive is longer than the "C" drive cable. Remove the "C" drive cable and install the longer "D" drive cable. For dual drive installation, relocate the cables to their original locations.

2. **Problem:** Shadowed icons or text in Configuration Utility or Windows.

Systems Affected: VP1 6384-Mxx.

6384-M40 S.N. 23-MAD33 through 23-MAN28

6384-M43 S.N. 23-LHBXF through 23-LHFTD

6384-M50 S.N. 23-PPD74 through 23-PRR82

6384-M53 S.N. 23-LYGGD through 23-LYMLR

And with Bar Code Header B11DD or B11DB

Solution: Replace system board - P.N. 60G9712.

3. **Problem:** 2418 intermittent error when running loop video test in Advanced Diagnostics.

Systems Affected: VP1 Product line with diagnostic version 1.0.

VP2 Product line with diagnostic version 1.1.

Solution: Ignore errors when in loop test.

4. **Problem:** 24xx error during Video Test in Advanced Diagnostics with video card installed.

Systems Affected: All models.

Solution: Advanced Diagnostics were designed only to test on-board video. Ignore error if using a video adapter card or enable system video and retest.

Solution: Replace system board.

Misc.:

1. **Problem:** System will not power on or off with the cover unit on but functions properly with the cover removed.

Systems Affected: All models.

Solution: Replace power button P.N. 61G3204 on 6382-xxx and 6384-xxx models. Replace with P.N. 61g3205 on 6387-xxx models.

2. **Problem:** Unable to enter Configuration Utility by depressing F1 during post.

Systems Affected: VP1 Product line.

Solution: Reset CMOS by depressing both mouse buttons during post or remove battery for 20 minutes to allow CMOS residual power to drain.

3. **Problem:** System receives two beeps on post but exhibits no errors or error codes.

Systems Affected: VPSI Product line.

Solution: Update flash ROM. VPSIFL27.DSK IBM BBS - (919) 517-0001.

4. **Problem:** 162/163 errors upon post with Time and Date values that reflect the time and date when the machine was powered off.

Systems Affected: VP2 Product line with DOS preload.

Solution: Add "DEVICE=C:\DOS\CMOSCLK.SYS" to the CONFIG.SYS file and reboot system.

5 *5.25" DRIVE NOT RECOGNIZED*

Adapters
All Products

1. **Problem:** Network adapters that use RAM and ROM addresses in the C000-DFFF range fail to initialize. Example network cards- 5250, 3270, or Token Ring.

Systems Affected: VP1 6384-Fxx, 6384-Mxx, 6384-Wxx.

System	BIOS PN	PAL Module
Fxx (425SX)	52G6928/52G6930	N/A
Mxx (433DX)	52G6928/52G6930	59-81109-01 KEN U301
Wxx (466DX2)	52G6928/52G6930	59-81109-01 KEN U301

Solution: Later production models were modified with PAL 59-81109-02 at location U301. For older models, call PSHC/TSG (800) 772-2227 and request BIOS update 52G6434/53G6436.

2. **Problem:** Network adapters that use interrupt 2 fail to initialize.

Systems Affected: VP1 and VPSI Product lines.

Solution: Remove the Video Cascade jumper which links interrupt 2 and 9 or set adapter card to another interrupt such as 5 or 10.

3. **Problem:** All 16 bit adapter cards fail to initialize.

Systems Affected: 6387-xxx with bar code on riser card beginning with B121K...
011UE

Solution: Replace riser card with P.N. 92F0393. The new riser card should have a bar code with a different beginning number and should have manufacturing identification P.N. 71G5097 stamped on card.

Adapters IBM Products

5250/3270:

1. **Problem:** 5250 connected systems knocking off other networked systems when system is shut down.

Systems Affected: VP1 with Aztec 145W power supply and 5250 card P.N. 92F3190.

Solution: Replace the 5250 card with P.N. 64G3956. If problem persists, replace power supply.

Systems Affected: VP1 with Aztec 145W power supply and 5250 card P.N. 64G3953.

Solution: Remove resistors at position R27 and R28 or replace the 5250 card with P.N. 82G7061. If problem persists, replace power supply.

Systems Affected: 6382-xxx. All models with 100W Aztec power supply.

Solution: Replace power supply with P.N. 52G8741.

2. **Problem:** 5250 card at interrupt 5 with intermittent diskette drive read/data errors.

Systems Affected: All models.

Solution: Change the interrupt level of the card to another location such as IRQ3 and disable Serial B in Configuration Utility. This requires 5250 configuration software version 2.2 with 2.3 patch or later version.

3. **Problem:** "Diagnostic error on communication adapter" error when remote 5250 emulation application is started.

Systems Affected: All models.

Solution: Problem caused by an invalid diagnostic test in the 5250 emulation software. This is automatically invoked by a line in the REMP.BAT file. Remove line in file to prevent error.

Ethernet:

1. **Problem:** Ethernet LAN Adapter 10base2 P.N. 48G7169 failure to initialize with the error "Ethernet adapter at IO address 0XXXH failed the packet output test, no adapters responding" or has poor performance if RPL, Remote Program Load, is disabled.

Systems Affected: All models.

Solution: Replace adapter with P.N. 48G7170.

2. **Problem:** Ethernet LAN Adapter P.N. 48G7169, 60G0615, 60G0605, failure to operate in the I/O mode.

Systems Affected: VP2 product line and VP1 6384-Mxx and 6384-Wxx

Solution: Set card to operate in shared memory mode using the Option Diskette.

SCSI:

1. **Problem:** 1047221 error or 16 bit Fast SCSI Adapter not functioning with SCSI hard drive attached.

Systems Affected: 6384-xxx, 16 bit Fast SCSI with BIOS level 1.00.

Solution: Check that the termination, drive select, and startup jumpers have been set.

2. **Problem:** 1047221 error or 16 bit Fast SCSI Adapter not functioning with other adapters installed.

Systems Affected: 6384-xxx

Solution: None. Remove other adapters and retest.

3. **Problem:** 1047221 error or 16 bit Fast SCSI Adapter not functioning.

Systems Affected: 6387-xxx.

Solution: None. Adapter not supported on the 6387-xxx models.

Token Ring:

1. **Problem:** Token Ring 16/4 II card will not initialize.

Systems Affected: VP2 Product line with Token Ring 16/4 II. In adapter diagnostics, the adapter configuration is complete except for two lines at the top:

MicroCode Level _____
Universal Address _____

Solution: None at present time. If card package is labeled "Made in Brazil", replace with U.S. made card.

Misc.:

1. **Problem:** SDLC card failure to initialize with SoundBlaster Pro card installed

Systems Affected: All models.

Solution: None.

2. **Problem:** SDLC with 9221 ROF emulation failure to initialize.

Systems Affected: All models

Solution: Update driver JR06460. Rename the *:\CMLIB\SDLCDD.SYS to SDLCDD.OLD. Rename JR06460 to *:\CMLIB\SDLCDD.SYS.

Adapters OEM Products

Arcnet:

1. **Problem:** Arcnet card by Tierra or SMC will not recognize.

Systems Affected: VP2 product line.

Solution: None. This is caused by a timing conflict. Companies are aware of problem.

Ethernet:

1. **Problem:** Eagle NE 2000 card fail to initialize.

Systems Affected: All models.

Solution: Set the timing jumper W16 on adapter card to a "Normal Bus Speed" timing setting.

2. **Problem:** 3COM Ethernet failure to initialize.

Systems Affected: All models.

Solution: According to 3COM, place adapter in slot closest to system board.

Token Ring:

1. **Problem:** Floppy drive failures with Thomas Conrad TC4045 Bus Master Token Ring Adapter running with DOS 5.02 and EMM386. It has been reported that other bus mastering cards, including a Madge communications, card also exhibit failures.

Systems Affected: VP2 Product line.

Solution: Update flash ROM: VP2FL53A.DSK from IBM BBS - (919) 517-0001.

2. **Problem:** Madge Smart 16/4 Ring Node failure to initialize.

Systems Affected: VP2 Product line.

Solution: According to Madge, place card in Local Bus Slot and move bus timing jumper (switch 2, position 6) to "Off". Update flash ROM level VP2FL53A.DSK IBM BBS - (919) 517-0001. If above procedure fails, contact Madge Technical Support.

3. **Problem:** Diskette drive problems with DCA IRMAtrac Token Ring Adapter with 4/16 Fiber RIM.

Systems Affected: All models.

Solution: Set adapter to interrupt 7. If card is not recognized at interrupt 7, then disable the system parallel port through Configuration Utility.

Video:

1. **Problem:** Video cards that use the Video Feature Connector at J15 fail or receive video errors.

Systems Affected: All models

Solution: The video connector feature is not supported due to inconsistency in Industry Standards.

Misc.:

1. **Problem:** IRMA Lan Adapter cards by DCA fail to initialize.

Systems Affected: All models.

Solution: IRMA3 card will need IRMA3T.ZIP form DCA's BBS (404) 740-8428. Any other IRMA card will need COMCHK.EXE to replace present file.

2. **Problem:** Dialogic D/xxB and D/xxD adapters failure to initialize or result in system lock.

Systems Affected: VP1 Product line.

Solution: Set base share memory address of adapter to C000. Contact Dialogic Technical Support for assistance (201) 334-8450 Ext. 157

3. **Problem:** TDS Healthcare PC MIS Network Adapter fails to initialize.

Systems Affected: All models

Solution: None. Card is incompatible with system due to bus speed.

**Options
IBM Products**

Monitors:

1. **Problem:** 6324 and 6325 monitors power on in 40 column mode.

Systems Affected: VP1 Product line.

Solution: In order for the monitors to sync properly the proper power on sequence must be followed:

1. Turn the monitor on, then the system.
2. Turn off the monitor, then the system.

Tape Drives:

1. **Problem:** PS/2 Internal Tape Backup diagnostics fail when initializing drive with error, "Tape format incorrect".

Systems Affected: All models.

Solution: The diagnostics for the Tape Backup were written for PS/2 systems. The tape will function correctly. Ignore error until new tape diagnostics are released.

**Options
OEM Products**

Tape Drives:

1. **Problem:** Colorado DJ-10 Internal 40-102MB Tape Drive not functioning.

Systems Affected: All models.

Solution: None. Colorado does not support this drive in any Valuepoint or PS/2.

2. **Problem:** 162 post errors with Trakker Tape Drive installed. The error points to hard drive as "Not installed".

Systems Affected: All models

Solution: Power on the tape drive after the system or have both the system and tape drive power turn on at once via a power strip.

Software

DOS/Windows:

1. **Problem:** Tape Backup software for Windows P.N. 49F5666 experiencing conflict.

Systems Affected: VP1 Product line.

Solution: None at this time.

2. **Problem:** Video errors or system locking in M.S. Windows after upgrading to Flash Bios level 53.

Systems Affected: VP Product line with S3 Windows Drivers version 1.2.

Solution: Update S3 Windows Drivers version 2.03, S3WIN20.DSK IBM BBS - (919) 517-0001.

3. **Problem:** Missing lines or half characters when printing from MS Windows.

Systems Affected: VP2 Product line with S3 Windows drivers version 2.02 or 2.03.

Solution: According to Microsoft, obtain updated printer drivers from Microsoft BBS (206) 936-6735.

OS/2:

1. **Problem:** 162/163 hardware error using OS/2 2.00.1. Error appears after CMOS clock is updated by either logging onto a network (the network updates the workstation's clock) or by changing time/date through a OS/2 or DOS window.

Systems Affected: VP1 Product line.

Solution: VPCLOCK.SYS IBM BBS - (919) 517-0001. Erase CLOCK01.SYS from OS2 directory: copy VPCLOCK.SYS to the OS2 directory as CLOCK01.SYS; Shutdown OS/2 and cold boot the machine twice consecutively.

Systems Affected: VP2 Product line.

Solution: CLOCK01.SYS IBM BBS - (919) 517-0001. Erase existing CLOCK01.SYS from the OS2 directory and copy new file to that location; Reboot system.

2. **Problem:** "Installed adapter does not support selected drivers" error when installing 256 color SVGA supplemental drivers for OS/2 2.1.

Systems Affected: VP2 Product line.

Solution: Update driver S3-256.DSK IBM BBS - (919) 517-0001.

3. **Problem:** OS/2 2.1 fails to install using ISA CD-ROM

Systems Affected: All models.

Solution: Follow the following procedure:

1. Copy the file ISACDOS2.ADD from the CD-ROM Option Disk to the OS/2 Installation Diskette #1.
2. Add the following statements to the OS/2 Installation Diskette #1:
BASEDEV=ISACDOS2.ADD /M:300
Where 300 is the I/O address of the CD-ROM adapter.
3. Install OS/2
4. Copy CDFS.IFS and OS2CDROM.DMD from the install diskette to the root directory of the hard drive.
5. Add the following statements to the CONFIG.SYS in the root directory:
IFS=CDFS.IFS /Q
DEVICE=C:\OS2CDROM.DMD /Q
6. Reboot the system.

4. **Problem:** Failure to Remote Program Load the OS/2 operating system from a server that is running OS/2 LAN Server V3.0

Systems Affected: VPSI Product line.

Solution: Update file RPLBOOT.SYS must be loaded on server.

Misc.:

1. **Problem:** Lotus 3.0 or later version locks up system.

Systems Affected: All models.

Solution: Upgrade to Lotus 3.4 or greater. With older versions, obtain MOD31DISK.ZIP from Lotus 123 BBS or call (800) 343-5414 and request 123DOS.EXE update diskette.

2. **Problem:** ADP applications, using a Customer character font set in addition to using the Standard character font set, experience loss of Standard character font data in text mode when switching between graphics and text modes.

Systems Affected: VP2 Product line.

Solution: Update flash ROM: VP2FL53A.DSK IBM BBS - (919) 517-0001.

3. **Problem:** SCO UNIX 3.2V4 experiences unreadable video during installation or boot.

Systems Affected: VP2 Product line.

Solution: Update flash ROM: VP2FL53A.DSK - (919) 517-0001.

4. **Problem:** Math comprehensive programs resulting in Stack Underflow errors.

Systems Affected: VP1 6384-Mxx and 6384-Wxx.

Solution: Contact PSHC/TSG - (800) 772-2227 and request system math coprocesor modification.

Systems Affected: VP2 Product line.

Solution: Problem only occurs first time application is run. Successive executions will yield correct results. Therefore, let application fail first run and use successive executions until system fix is released.

5. **Problem:** Video problems with Aquila ADI 4.2 or Microstation PC software.

Systems Affected: VP2 Product line.

Solution: Update video drivers. S3DOS20.DSK (Dos and Cad Drivers) and S3WIN20.DSK (Windows 3.1 Drivers) IBM BBS - (919) 517-0001.

Appendix

Product Line Definitions

VP1 Product line:

6384 C00, C20, C40
F00, F20, F23, F40, F43
M40, M00, M43, M50, M53
W52, W53

VP2 Product line:

6382 F00, F30, F50, F51, FZ0, FZ1, FY0
K00, K50, KY0, KZ0, KZ1, K30, K51
M00, M30, M50, M51

6384 F02, F30, F50, F51
K00, K30, K70, K71
M01, M30, M70, M71
W00, W50, W70, W71

6387 M00, M70, M71
W00, W90, W91

VPSI Product line:

6381 F00, F30, F50
M00, M30, M50

IBM BBS Phone Listings

Dealer: (800) 426-9371

Enduser: (919) 517-0001